

# Lifelong Learning Program Attendance Louisville Free Public Library



KPI Owner: Julie Scoskie

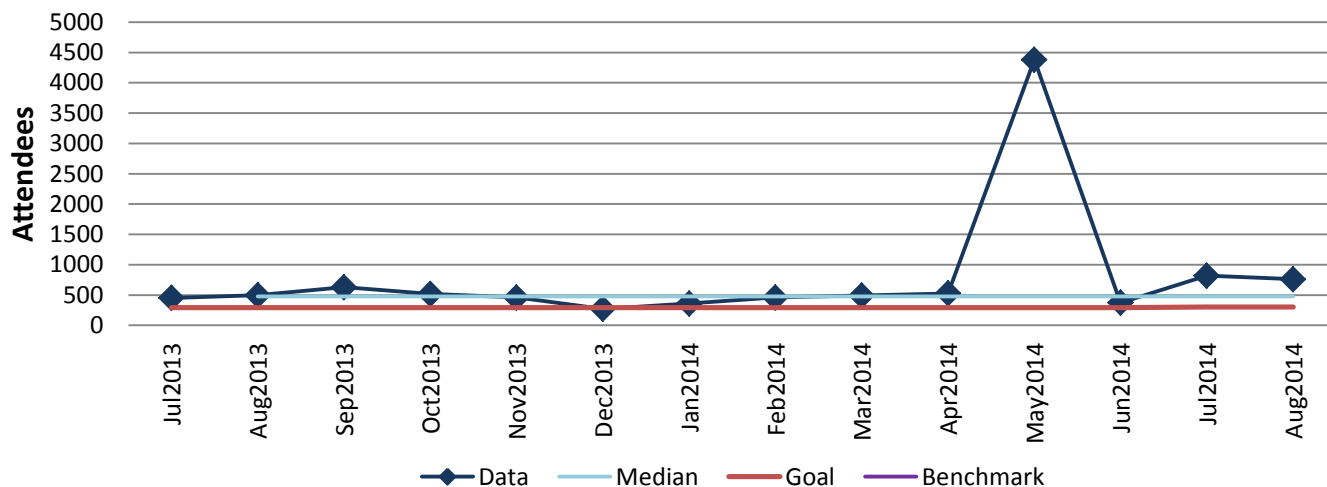
Process: Lifelong learning program attendance count

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY 14 monthly average = 784</p> <p>Goal: Attract 3,600 attendees to lifelong learning programs in FY 15.</p> <p>Benchmark: N/A</p>	<p>Data Source: LFPL Monthly Reports</p> <p>Goal Source: LFPL Strategic Plan</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Monthly count of all attendees at lifelong learning programs</p> <p>Why Measure: To continually increase attendance at educational programs for adults.</p> <p>Next Improvement Step: Monitor Progress toward new goal.</p>

## How Are We Doing?

Sep2013-Aug2014 12 Month Goal	Sep2013-Aug2014 12 Month Actual		Aug2014 Goal	Aug2014 Actual	
<b>3,520</b>	<b>10,037</b>		<b>300</b>	<b>759</b>	
Attendees	Attendees		Attendees	Attendees	

## Lifelong Learning Program Attendance



Root cause analysis is not necessary because there is no gap between the goal and current performance.